

**PATENT APPLICATION
INITIAL INFORMATION DATA SHEET**

INVENTOR INFORMATION

| | |
|---------------------------|--------------------------------|
| Inventor One Given Name:: | Howard M. |
| Family Name:: | Lee |
| Postal Address Line One:: | 1219 3 rd Ave North |
| Postal Address Line Two:: | |
| City:: | Seattle |
| State or Province:: | Washington |
| Postal Zip Code:: | 98109 |
| Citizenship Country:: | USA |

CORRESPONDENCE INFORMATION

| | |
|---------------------|------------------------------|
| Name Line One:: | Mark S. Peloquin |
| Name Line Two:: | |
| Name Line Three | |
| Address Line One:: | PELOQUIN, PLLC |
| Address Line Two:: | 800 Fifth Avenue, Suite 4100 |
| City:: | Seattle |
| State or Province:: | WA |
| Postal Zip Code:: | 98104-3100 |
| Telephone:: | 206-447-1336 |
| Fax:: | 206-770-6562 |
| Electronic Mail:: | mark@peloquinlaw.com |

APPLICATION INFORMATION

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|------------------------|--------------------------|
| Title Line One:: | Business Performance And |
| Title Line Two:: | Customer Care Quality |
| Title Line Three:: | Measurement |
| Total Drawing Sheets:: | 12 |
| Formal Drawings?:: | No |
| Application Type:: | Utility |
| Docket Number:: | 062403.P001 |

REPRESENTATIVE INFORMATION

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|---------------------------|--------|
| Registration Number One:: | 50,787 |
|---------------------------|--------|